

Technical Bulletin



Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Tiguan	2012-2013	2.0T (CCTA)	All	All	All

Condition

20 12 04 December 5, 2012 2031557

Crank, No Start after Long Periods without Driving



Note:

This concern usually happens with dealer owned vehicles typically during PDI.

Faults may or may not be present.

DTC	Description
P0087	Fuel Rail / System Pressure: Too Low

Technical Background

The black in-tank fuel lines contain a material known as PA12. PA12 was not meant to be used with fuel containing alcohol/methanol/ethanol. If PA12 fuel lines sit in fuel for over 3 day without driving and in temperatures over 77° F (25° C) a chemical reaction occurs that creates small white crystals to form on the lines (figure 1). These crystals can flake off into the fuel, gumming up the pumps and lines.

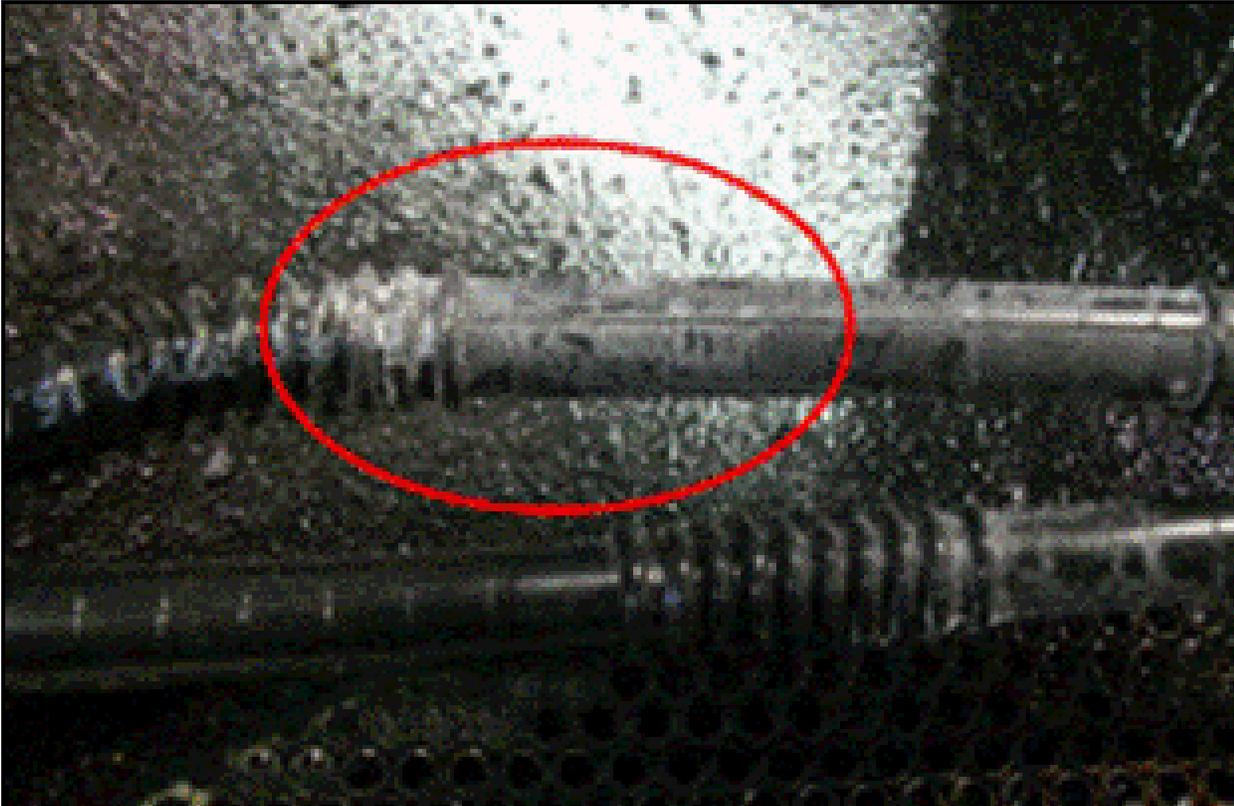


Figure 1



Note:

A reaction of the in-tank fuel line exterior will only occur one time, once the material has been removed, the lines and system require no further repairs.

Production Solution

Fuel lines made without PA12 to be placed into production. Implementation date open at the time of publishing.



Service

Procedure

- Check for debris in the fuel system, and if present, follow the steps below for cleaning the fuel system.



Note:

A reaction of the in-tank fuel line exterior will only occur one time, once the material has been removed, the lines and system require no further repairs.

- Remove engine cover.



WARNING:

The fuel system is under pressure!

Always wear protective eyewear and protective clothing to prevent injuries and fuel from coming in contact with your skin.

Before loosening line connections, place a cloth around the connection point. Then release pressure by carefully pulling off the line.

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- Remove the fuel supply line to the high pressure pump (figure 2).



Figure 2

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- Place the fuel supply line into a fuel safe clear container (figure 3) and cycle the key for 2 seconds 2 times.



Figure 3



- Check the sample of fuel for debris.



Figure 4

- If debris is found (figure 4), remove the rear seat bottom to gain access to the in-tank fuel pump.
- If no debris is found (figure 4), please contact the Volkswagen Technician Helpline for further instructions.



Note:

If the fuel tank is full, remove some fuel through the filler neck before removing the pump to prevent fuel from overflowing into the vehicle.

- Remove the in-tank fuel pump and recover as much of the contaminated fuel as possible using an approved gas caddy.
- Once the fuel tank is empty, reinstall the in-tank fuel pump, rear seat bottom and fill the tank with \$20.00 of new fuel.

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- With new fuel in the tank, reinsert the supply line into a fuel safe clear container and cycle the key for 2 seconds 5 times (figure 5). This is done to clean out the fuel line with new fuel.



Figure 5

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- Before reinstalling the fuel supply line onto the high pressure pump, use brake cleaner and shop rag to flush out the high pressure pump inlet (figure 6). Spray brake cleaner into inlet using a 1 second burst (you may have to repeat this step 2-3 times to ensure all debris is removed).



Note:

Be sure to wear eye protection to prevent splashing brake cleaner from getting into your eyes.



Figure 6



Figure 7



Tip:

Figure 6 shows the placement of the brake cleaner nozzle to the high pressure pump. Figure 7 shows the placement of the shop rag and the removed debris, some pumps may contain more/less debris.

Make sure the shop rag is wrapped around the inlet/spray nozzle before spraying the brake cleaner

- Using GFF clear faults if present.
- If the crank no start condition persists after this procedure has been performed, please contact the Volkswagen Technician Helpline for further instructions.

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Warranty

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Tiguan	2012-2013	2.0T (CCTA)	All	All	All
SAGA Coding					
Claim Type:	Use applicable Claim Type ¹⁾				
Service Number:	Damage Code	HST	Damage Location (Depends on Service No.)		
2038	0010	--	Use applicable when indicated in ElsaWeb (L/R)		
Parts Manufacturer	Tiguan			WVO ²⁾	
Labor Operation ³⁾ : Remove and Install Engine Cover		10831900 = 20 TU			
Labor Operation ³⁾ : Collect Fuel Sample/Check Fuel/Flush Pump Inlet		20442999 = 10 TU			
Labor Operation ³⁾ : Remove and Install Electric Fuel Pump		20661900 = 90 TU			
Labor Operation ³⁾ : Drain and Re-fill Fuel Tank		20031799 = 40 TU			
Causal Part: Select Labor Operation		20031799			
Outside Material: 5 gallons of gasoline, (national average, cost per gallon of gasoline, used to calculate at time of publication - U.S.)		\$20.00			
Outside Material: 19 liters of gasoline, (national average, cost per liter of gasoline, used to calculate at time of publication - CAN)		\$34.20			
Diagnostic Time ⁴⁾					

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GFF Time expenditure	01500000 = 20 TU max.	YES
Road Test	01210004 = 10 TU	YES
Technical Diagnosis	01320000 = 10 TU max.	YES
Claim Comment: Input "As per Technical Bulletin 2031557" in comment section of Warranty Claim.		
1) Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only		
2) Code per warranty vendor code policy.		
3) Labor Time Units (TUs) are subject to change with ELSA updates.		
4) Documentation required per Warranty Policy Procedures Manual.		

Required Parts and Tools

No special parts required.

No special tools required.

Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.